

1915(i) Policy

Person-Centered Care

1915(i) service providers ensure that care is delivered in a manner consistent with strength-based, person-centered, and culturally competent values. Providers will ensure that services are delivered according to the individual's preferences and are responsive to diversity, identity formation, intergenerational issues, cultural conflicts, socioeconomic factors, and environmental impacts.

Services are provided in a manner that is recovery-oriented and trauma-informed.

Services must honor the individual's preferences (scheduling, choice of service provider, direction of work, etc.) and provide consideration for common courtesies such as timeliness and reliability.

Services must be provided in a manner that supports the individual's communication style and needs including, but not limited to, age appropriate communication, translation/interpretation services for those that are of limited English proficiency, translation/interpretation services for individuals who are deaf or hearing impaired, translation/interpretation services for individuals who are blind or visually impaired, or who have any other communication/language needs requiring translation.